

SOUTHERN CROSS EDUCATIONAL ENTERPRISES

PO Box 5470, BRENDALE QLD 4500 Australia

Ph orders dept : 07-3881 5710

Fax: 07-3205-7331

e-mail: orders@e-SCEE.org

SHIPPING ADJUSTMENT CLAIMS AND RETURNS FORM

Returns to be addressed:

RETURNS ONLY ENCLOSED
Southern Cross Educational Ent
PO Box 5470,
BRENDALE QLD 4500
Australia

Office Use Only

Date Rec _____

Postage \$ _____

*** Please fill in the form ***

- Returns received without customer identification cannot be credited.

Name _____

Customer Code _____

Address _____

Phone No. _____

IMPORTANT - THIS FORM MUST ACCOMPANY ALL RETURNS!

UNUSED PRODUCT ONLY IS RETURNABLE

This form is not to be used for ordering. Any such request will be delayed because of the Returns Process.

Please place a separate order for any replacement items.

Include a note on the Order Cover Sheet that you have returned goods for credit towards the order. Restocking fees apply to Returns so please ensure your order payment makes allowance for these fees as well as freight charges for the new order.

NO credit will be given for

- o Used goods, also SCORE KEYS, Cassette tapes, CDs & DVDs or obsolete items.
- o Items not purchased in the last 12 months
- o Any item that is not in new, re-saleable condition.
- o Copy right applies on all products including score keys, tests, CDs & DVDs

RESTOCKING FEE: Returns are subject to a Restocking fee of 20%. If the value of the returned items exceeds \$100, the Restocking fee is reduced to 15%. Credit is given at the purchase price. We do not issue cash credit for returns.

Prior to issuing credit, staff are required to check the original invoices.

ERRORS IN ORDERS

PLEASE REPORT ERRORS IN YOUR ORDERS WITHIN 20 DAYS OF INVOICE DATE
Ph 07 3881 5710 (Orders direct)
or Fax this form 07 3205 7331
AND MAIL RETURNS IF NECESSARY INCLUDING COMPLETED FORM.

Please ensure you check your order twice – compare the items received with the invoice that is enclosed with your order, and compare the invoice with a copy of the order form submitted. SCEE order claims must be filed within 20 days.

To avoid having to purchase a score key twice, please check all Paces & score keys for tests & test keys.

NO SCEE ERROR/FAULTY PRODUCT ADJUSTMENTS CAN BE MADE AFTER 20 DAYS.

****Overseas customers MUST contact SCEE before returning any incorrect items ****

ITEM No. & DESCRIPTION	REASON FOR THIS RETURN Please give the reasons for and details of this return.	INVOICE NUMBER must be included	Invoice Date

Customer Comments:

Additional space over page.

Office Use Only:		Customer ret >>> <input type="checkbox"/> Restock 20% 15%
Received <input type="checkbox"/> As listed	<input type="checkbox"/> Eligible for credit	
DISC # >>> <input type="checkbox"/> Frt Ref \$		
Data Entry C/N # (Intls)		Date

